PARENT COMPLAINT

Impact Wrap Around Care - Parent Complaint Procedure

Effective from: September 2026

At Impact Wrap Around Care, we are committed to providing a safe and supportive environment for every child. If you have a concern or complaint, we encourage you to follow the steps below so that we can address it promptly, fairly and professionally.

Step 1: Talk to the Staff Member Involved

If you have a concern or issue, the first step is usually to speak directly with the staff member involved. Often, concerns can be resolved quickly through open and respectful communication.

Step 2: Speak with the Manager

If your concern has not been resolved, or if the matter requires further attention, please contact the Manager/Provider on 07512 544449 or email impactwraparound@gmail.com. The Manager will listen to your complaint, investigate the circumstances and work with you to find an appropriate resolution.

Step 3: Formal Written Complaint

If the issue remains unresolved, or you prefer to make a formal complaint, please send the details in writing to impactwraparound@gmail.com. We will acknowledge receipt as soon as possible and aim to resolve the matter promptly. Where a complaint relates to the requirements of the Early Years Foundation Stage, a written record of the complaint, investigation and outcome will be kept and the complainant will be informed of the outcome within 28 days.

Step 4: External Resolution

If, after following the steps above, you remain dissatisfied, you may contact Ofsted. Ofsted can consider concerns about registered childcare providers, including matters relating to safeguarding, welfare and compliance with registration requirements.

How to Contact Ofsted

- **Concerns about childcare: 0300 123 4666**
- **General enquiries: 0300 123 1231**
- **Email: enquiries@ofsted.gov.uk**
- **Online: use the Ofsted complaints and concerns service on GOV.UK**
- **Post: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD**

What Information You Should Provide

When making a complaint, please provide the name of the childcare service, a clear description of the concern, relevant dates or incidents, and details of any steps you have already taken to resolve the matter. Ofsted will decide what action, if any, is appropriate based on the information provided.

We value your feedback

Your feedback helps us improve our service. We aim to deal with concerns promptly, respectfully and fairly, and we appreciate your involvement in helping us provide a positive experience for children and families.